



**LINDA M. HODGDON**  
Commissioner  
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*State Of New Hampshire*  
**DIVISION OF PERSONNEL**  
Department of Administrative Services  
State House Annex – 28 School Street  
Concord, New Hampshire 03301

**SARA J. WILLINGHAM**  
Acting Director of Personnel  
(603) 271-3261

**Employee and Retiree Health Benefit Program**  
**Enrollee Assistance**

Health and dental coverage is an important part of the benefit of working for the State of New Hampshire. We want you to be able to rely on that coverage and get the help you need, when you need it.

If you or a covered family member are experiencing difficulty with, or just have a simple question about, your coverage, there are places to get help quickly.

The State of New Hampshire has contracts with three benefits administrators, to provide claims payment and customer assistance services. Anthem administers the medical coverage. Express Scripts administers the prescription drug coverage and Delta Dental administers the dental coverage. Each of these companies has a toll-free number staffed with State of NH-dedicated customer service representatives who are familiar with the details of our coverage.



1-800-933-8415 M-Th 8-8, F 8-5 or  
e-mail [StateofNH@anthem.com](mailto:StateofNH@anthem.com)



1-866-544-1798 24 hours a day, 7 days a week



1-800-832-5700 M-F 8-5 or  
e-mail: [nedelta@nedelta.com](mailto:nedelta@nedelta.com)

You should contact one of the above benefits administrators for assistance first. If you are unable to obtain a satisfactory answer or resolution to your inquiry or problem from the appropriate benefits administrator, you should contact your state agency benefit representative. Go to: <http://www.admin.state.nh.us/hr/contacts5.html> for a list of benefit representatives by agency.

Staff there may be able to assist you. If they cannot, they can contact the Division or Personnel for further assistance on your behalf. The Division has staff that is trained in the specifics of the State's coverage eligibility rules and benefit plans. If you do not wish to have HR staff assist, you may contact the Division of Personnel yourself.

**Contacts for the Division of Personnel are as follows:**

If you are an active state employee, contact Tina Hussey at 271-2839 or e-mail [Christina.A.Hussey@nh.gov](mailto:Christina.A.Hussey@nh.gov)

If you are a retired state employee, contact Judy Shevlin at 271-1432 or e-mail: [Judy.Shevlin@nh.gov](mailto:Judy.Shevlin@nh.gov)